



# Maryland Department of Budget & Management

*DBM – people and technology...  
a partnership for the new millennium*

## *Division of Policy Analysis*

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### QUESTIONS AND RESPONSES PROJECT NO. 050R3800459 TOLL FREE SERVICES

JULY 18, 2003

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following answers to questions by potential offerors are not binding to the State, unless the expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1. Question: Can the RFP responses be hand-delivered or can it be mailed?

**Answer: Hard Copy response to the RFP may be delivered to the Procurement Officer prior to the Deadline by any means the offeror chooses.**

2. Question: Please clarify the State's definition of "two-way capability". Would this be transmission and reception at the same time such as full duplex transmission to support both inbound and outbound calls?

**Answer: Yes, two-way capability is the same as full duplex and supports both inbound and outbound calls.**

3. Question: The RFP states that there may be up to two contract awards. How will the State split the business?

**Answer: During the initial transition period, the total number of switched and dedicated lines will be split as close to 50/50 as possible. After the initial transition period, agencies will select the vendor of choice by initiating a requisition that includes the vendor's identifiers.**

4. Question: Two contractors will alternate providing 25,000 directories. Will this be split 50/50?

**Answer: Yes, there will be a 50/50 split. The Contract period is three (3) years with up to two (2) additional successive one-year terms. The contractors are required to provide 25,000 directories on a bi-annual basis. The selected vendor ranked number 1 shall provide the directories the first three (3) bi-annual periods. The selected vendor ranked number 2 shall provide the directories the next three (3) bi-annual periods. In the event the option years are activated, vendor number 1 shall supply the directories the first year and vendor number 2 shall supply the directories the following year.**

5. Question: Does the State expect to expand toll free services outside of Maryland?

**Answer: No, there is no anticipated expansion of service outside of Maryland.**

6. Question: Does the State expect pricing to reflect the possibility of moving call centers offshore?

**Answer: There is no expectation that the call centers will be moved offshore.**

7. Question: Are the 4 toll free platform services (Network ACD, Voice Portal, Inbound Contact Center Manager and Network Voicemail) required/mandatory to respond to the RFP?

**Answer: Yes, the four (4) toll free platform services are required.**

8. Question: Can the State provide estimated call volumes, call durations, number of calls to be supported on the enhanced platform service?

**Answer: No, there are no estimates because, these services are not currently contractually available.**

9. Question: Must the winning offeror be a participant in e-Maryland Marketplace?

*Answer: No, that is not a requirement. DBM uses e-Maryland Marketplace to advertise*

**Procurements.**

10. Question: Does the inclusion of an additional clause constitute an exception or will it be considered an addition?

**Answer: Adding additional clauses to the State of Maryland terms and conditions constitutes an Exception.**

11. Question: What is the name, title, address, fax and phone number for the person to whom the performance bond should be paid?

**Answer: The Vendor will be contacted if they are required to obtain a performance bond. They will receive instructions at that time with the information.**

12. Question: What is the State's understanding of a Non-State Government Agency?

**Answer: They can be county or local jurisdictions, for example.**

13. Question: Please clarify "service announcements that are currently available, including time frames for use and feasibility for better customer service".

**Answer: Examples of service announcements that are currently available are:**

- We are unable to answer your call, please try again later.
- Due to weather conditions, we are closed today.
- Due to a recent emergency, we cannot answer your call at this time, please call again later.

**Each agency determines the need for service announcements and the time frames that they may be needed. DBM is requesting the Offerors list the basic announcements and the time frames for implementation.**

14. Question: Are there specific items or objectives in the State Security Policy that we must be aware of?

**Answer: No, the Security Policy was provided for future use of the web for invoicing/billing Purposes if applicable.**

15. Question: Please describe two-way calling.

**Answer: Two-way calling is full duplex transmission to support inbound and outbound calls.**

16. Question: Can the State provide an international profile by country. Which country originates the most traffic?

**Answer: The State does not have an international profile by country. DBM is not aware of this service being frequently used.**

17. Question: What do the quantities in the Features and Enhanced Services section of the proposal price Sheets (Attachment E) represent?

*Answer: The quantities represent numbers to be used as a weighting for the offeror's price Proposal. These are not estimated volumes.*

18. Question: Are the evaluation criteria points weighted?

**Answer: No, the evaluation criteria are in descending order of importance with no point assigned.**

19. Question: Please describe outbound toll free.

**Answer:** Outbound toll free is a line that allows one to place an outgoing call. The generic term is still listed as out Wide Area Telecommunications Service (WATS).

20. Question: Please provide or describe current locations utilizing toll free services.

**Answer:** State agencies have office locations from Cumberland to Ocean City and all points in between. Examples are as follows:

- DHMH Brandenburg Center 10100 Country Club Road, Cumberland 21502
- DHMH Eastern Shore Hospital Center 300 Scheeler Rd., Chestertown 21620
- DHMH Headquarters 201 W. Preston St., Baltimore 21201

21. Where are the exact locations of the current call centers provided under the DBM-9804-CCS contract?

**Answer: Currently the Call Centers are at the following locations:**

**Spherix  
12051 Indian Creek Court  
Beltsville, MD 20705  
301-419-3900**

**Spherix  
Crossroads Venture Center  
Three Commerce Drive  
Cumberland, MD 21502**

22. Question: How up-to-date are the quantities which are provided in attachment E – Proposal Price Sheets?

**Answer: The Features and Enhanced Services are fictitious numbers for evaluations purposes. The estimates in Section 1, Monthly Recurring Charges have been modified to better reflect monthly minutes for NPA-dedicated and Dedicated Services. The total minutes supplied by the incumbents as of March, 2003 have been used in these estimates.**

23. Question: Are the four enhanced toll free platform service required/mandatory, and if so, are these to be provided on the contractor's network or at the local call center or agency site?

**Answer: The Enhanced toll free platform based services are mandatory and are to be provided on the contractor's network.**

24. Question: Can the State provide the NPA-NXXs for all the sites that require dedicated access along with the total number of minutes at each of these sites?

**Answer: Please see the chart attached to these Questions and Responses for the NPA-NXXs for all the sites that require dedicated access. The total number of minutes for each site is not available.**

25. Do the call volumes provided in Attachment E – Proposal Price Sheets represent monthly or annual minutes?

**Answer: The call volumes in Attachment E – Proposal Price Sheets represent monthly volumes.**

26. Question: What do the numbers provided in Attachment E – Proposal Price Sheet represent under III, Features.

**Answer: The numbers represent fictitious quantities for evaluation purposes.**

27. Question: For the T-1 lines – are these limited to call centers or to be provided to agencies as well?

**Answer: No, they are not limited to call centers. Both call centers and agencies require dedicated Toll free services.**

28. Question: What is the total number of dedicated T-1 lines to be provided by the contractor(s) under the new contract?

**Answer: The total number of dedicated T-1 lines to be provided by the contractor(s) under the new contract is identified by the incumbents to be approximately sixty-nine (69).**

29. Question: What is the specific location for each required dedicated T-1 line?

**Answer: Please see the chart attached to these Questions and Responses for the locations of the Required dedicated T-1 lines.**

30. Question: What is the significance of the number “7” T-1 lines which are absolutely required. Are they for only? call cent

**Answer: This information was related incorrectly. The two current contractors supply a total of 11 T-1 lines that are located at the call centers in Beltsville (9 T-1 lines) and Cumberland (2 – T-1 lines) provided under the DBM-9804-C contract.**

31. Question: Is there an MBE requirement for this RFP?

**Answer: No, there is no MBE requirement for this solicitation.**

32. Question: Is the unlimited liability clause negotiable?

**Answer: The unlimited liability clause is under review and will be refined if appropriate. If any Changes are deemed appropriate, an addendum will be forwarded to all offerors.**

33. Question: In Section 3.2.7 of the RFP – is the State looking for the listing of offices which will be provided by the contractor(s) in support of the new contract?

**Answer: Yes.**

34. Question: The quantities shown on Attachment E – Price Proposal Sheets for non-dedicated/dedicated, international, etc.: are these quantities listed actually a combination of inbound as well as outbound services?

**Answer: The quantities provided are for inbound services only.**

35. Question: Under the current contract, how many toll free numbers are currently in service?

**Answer: There are approximately 450 toll free numbers in service under the DBM-9804-CCS contract.**

36. Question: Under Section 3.5.1 of the RFP please identify the number of sub-accounts (Agencies) and additional sub-accounts (units within State agencies) that are referenced for billing information.

**Answer: There are eighty State agencies. DBM does not have an accurate number of units within each agency to identify all of the additional sub-accounts.**

37. Question: Please estimate the number of invoices to be rendered for all State accounts and sub-accounts?

**Answer: It is estimated that the number of invoices will be 320. This estimate is based that on average each agency have four units. See Section 3.5.2 for the required billing format.**

38. Question: Will each account/sub-account make an individual payment or will there be requirements for summary account?

**Answer: See Sections 3.5.1 and 3.5.2 of the RFP.**

39. Question: Section 3.4.1 of the RFP states that the contractor(s) shall install and provide ordered services within five (5) business days of the receipt of a Notice to Proceed from the State Contract Manager. Please clarify the 5-day requirement and what services does that requirement apply to?

**Answer: Switch services installations and translation changes are the services required within five (5) business days.**

40. Question: In Section 3.3.7 of the RFP are there other requirements for speech recognition beyond the recognition of a call selection of available option? Ex: Press or Say "2" if you want the sales department.

**Answer: No, not at this time. The offerors should describe in their technical proposals completely the available features and how it works.**

41. Question: In Section 3.3.7 of the RFP, Call Attempt Profiles, is the State looking for completed call attempts, call attempts that receive busy or both?

**Answer: The State is looking for both completed call attempts and call attempts that receive busy.**

42. Question: In Section 3.3.7 of the RFP, Alternate Routing, what is the State's preferred method to implement an alternate path?

**Answer: The preferred methods are telephone and internet.**

43. Question: In Section 3.3.7 of the RFP, please clarify the requirement for Follow Me 800 services.

**Answer: Follow Me 800 services allows the customer to change call routing on demand.**

44. Question: Section 3.3.6 "Enhanced Services". In addition the toll free platform pricing, Enhanced Service pricing varies based on the specific application and requirements. What will be the State's financial evaluation process for Enhanced Services?

**Answer: The State will evaluate "Enhanced Services" in the same manner as the other services. The unit prices are requested on Attachment E – Price Proposal Form. The totals derived from the unit prices are incorporated with the other Toll Free Services prices. Although each application is specific to the requestor's needs, the State does require unit pricing. The offeror should also thoroughly detail the services and its capability to provide each in the Technical Proposal.**

45. Question: Section 1.1. "The Contractor(s) are required to supply Trunk Level 1 (T1s) or equivalent facilities at no charge to the State. The State will identify the number of T1s and the call center location(s) that will require these facilities upon contract award." Is the State only asking for T1 facilities at no charge just to the call centers under any award? If so, will the call centers be located in the State of Maryland?

**Answer: The State is asking for T1 facilities at no charge just to the call centers only. Offerors always have the opportunity not to charge for any service. DBM can't guarantee that the call center(s) locations will be located within the State of Maryland.**

46. Will the State extend the due date for this solicitation due to pending responses to questions submitted?

**Answer: Yes, the extended due date is July 28, 2003.**

47. Will the State issued a revised Attachment E to include T1 pricing costs?

**Answer: Yes, Attachment E – Price Proposal Form will be revised to include T1 pricing costs.**

48. Question: Section 3.3.3: Two way clarification: Please explain the term "two-way" in this requirement and clarify if this is applicable to the same term in the pricing schedule. Also, does "International" refer to International originating call types?

**Answer: Two-way is the ability to receive inbound and place outbound calls over the same facility. The term is intended to be the same in the pricing schedule. International does refer to international originating call types.**

49. Question: Section 3.3.7: Please explain further, if possible, the “Follow Me” Application in terms of function.

**Answer: The term “Follow Me 800” is a Newton’s listed feature and defined as a feature that allows the customer change his routing whenever he wants. The offerors may have the same feature under another feature name and effect has the same functionality to reroute calls upon demand.**

50. Question: Section 3.4.3: Please clarify the interval associated with the type of service, e.g., switched vs. dedicated.

**Answer: Section 3.4.3 is intended to be associated with switched services and basic software changes. The interval is within five (5) business days of the receipt of a notice to proceed. DBM acknowledges that the complexity of dedicated services require a significantly longer period of time to engineer, install and test. Dedicated services are exceptions. Offerors should supply their standard due date intervals for dedicated services as part of their technical proposal.**

51. Question: If possible, please provide more details around the “Enhanced Services” requirement.

**Answer: The Enhanced Services have been presented to DBM as available network based services that are available under the toll free platform. Several agencies still have in house call centers and others may be established. These services could be of value to these agencies. DBM wishes to make these enhanced services available to the agencies.**

52. Question: Pricing Proposal Enhanced Services: The format for pricing these services will not fit in to the format given. Will DBM allow for an “alternate” pricing schedule for these services? Typically, these services are priced by the following: 1) Installation/One-time; 2) Monthly Recurring; 3) Usage (if applicable); 4) Professional Services (if applicable); and Modifications/Changes.

**Answer: The offeror is not allowed to submit an alternate pricing schedule. The offeror should provide within the technical proposal as much detail as needed to explain the services, pricing structures and the offeror’s capability to supply the service. Attachment E – Price Proposal Form will be modified to reflect this and other changes that have been made.**

53. Question: For International pricing, which Country should be used for DBM’s evaluation?

**Answer: Please use the United Kingdom as the country for evaluation purposes.**

54. Question: Will DBM consider modifying the liability clause of the contract to be more commercially acceptable?

**Answer: The liability clause of the contract is currently under review and will be refined if appropriate. If changes are deemed appropriate, an addendum will be forwarded to all offerors.**

55. Question: Will DBM consider modifying the indemnification clause of the contract to be more specific?

For example: to the Contractor’s indemnification obligation to third party claims for personal injuries, including death, and damage to tangible personal and/or real property proximately caused by the negligence, gross negligence or willful misconduct of the Contractor?

**Answer: The indemnification clause of the contract is currently under review and will be refined if appropriate. If changes are deemed appropriate, an addendum will be forwarded to all offerors.**

**End of document**